

Article Title: Factory Warranties, Campaigns, Recalls and TSBs

Issue: Document a warranty, recall or TSB

Resolution:

1. While in the pre-claim of CMS, adjusters must document whether the vehicle is under factory warranty.
 - a. Start a claim following the [How to start claim SOP](#)
 - b. To enter the factory warranty, go to the **Forte** website.
 - c. From the Forte website, enter the VIN in the associated field.
Result: VIN Information populates.
 - d. Update or add the **Basic Factory Warranty** and **Pwr Factory Warranty** fields in CMS.
Example: Full - 36/36000 Powertrain – 60/60000
Full -date/mileage means this is the bumper- to- bumper warranty from the factory.
Powertrain- the coverage for the main components of the vehicle. Engine, Transmission, Drivetrain etc.
2. Add in **CMS**
 - a. Once the factory warranty has been determined, continue to follow the steps of starting a claim in CMS and creating the 3 C's.
 - b. Once 3C's is stamped, confirm if any of the failed components are under warranty.
 - c. The representative will need to verify and confirm with the repair facility that the components in question have a warranty through the manufacturer.
 - If any of the listed items are still under factory warranty, the claim will be denied.
 - If the components are not under warranty, continue the claim as normal.
3. To verify a TSB or Recall in Identifix, access the Identifix website.
 - a. On the Identifix website, enter the vehicle information.
 - b. Click the **Search fixes** button, located next to the home button.
 - c. From the Search field, enter key terms or symptoms associated with the repair.
 - d. Click the **TSB/Recalls** tab.
 - e. Read each item that relates to the repair in question. Read the entire bulletin and determine if it has any bearing on the repairs being quoted by repair facility.
 - f. If there are any related TSBs, warranties or recalls, add them to the claim in **CMS** by adding a note under the records verification note.
 - g. If there are none found, document as such and save the note then proceed with claim as normal.
4. Determine whether this is a Recall, TSB, or Campaign/warranty extension.
 - a. Recall- Manufacturer is assuming liability on a potential safety issue.
 - b. TSB- Recommended Procedure on a reoccurring failure
 - c. Campaign- Manufacturer is assuming liability on a non-safety related issue.
5. Continue claim process towards an authorization or a denial depending on findings.

Related References and Documents:

SOP: [How to Start a Claim or Log Interaction Claims CS 20230511.pdf](#)

Purpose

This SOP is intended to explain Factory Warranties, Campaigns, Recalls and Technical Service Bulletins, TSBs and how to document them.

Teams Impacted

- General Claims
- Technical Claims

Procedure

1. While in the pre-claim of CMS, the representative must ask and document whether the vehicle in question is under the factory warranty.
2. Start a claim following the "Starting Claims SOP."
3. On the main claims screen on bottom left side of the screen, there are to enter the factory warranty, toggle over to the **[Forte]** website tab.
4. When on the Forte website, enter in the VIN number into the associated box. As long as the correct VIN is entered the vehicle information will populate.
5. Enter in the warranty information in the **[Basic Factory Warranty]** and **[Pwr Factory Warranty]** boxes in the admin system. This information is located next to the sample picture of the vehicle on the **[Forte]** website. In this example it is the second line that states Full - 36/36000 Powertrain - 60/60000




- a) Full – date/mileage means this is the bumper-to-bumper warranty from the factory. In the example picture, this warranty starts from the date the vehicle was first sold for 36 months or 36000 miles. Whichever comes first.
 - b) Powertrain – date/mileage is the coverage of the major components of the vehicle. Engine, Transmission, drivetrain etc. In the example picture, this warranty starts from the date the vehicle was first sold for 60 months or 60,000 miles. Whichever comes first.
6. Once factory warranty has been determined. Continue to follow the steps of starting a claim and Creating 3 C's.
 7. Once 3 C's are stamped, look at the list of all of the failed components and determine if any of the components listed can confirm whether the statement provided from the repair facility in the pre-claim as to whether or not the vehicle is still under factory warranty still applies.
 8. Every manufacturer has different coverage. The representative will need to verify and confirm with the repair facility that the components in question have a warranty through the manufacturer.
 - a) If any of the listed items are still under the factory warranty, then they will be denied coverage. This is an exclusion of the Vehicle Service Contract. The contract will come secondary to any other policies implying coverage for said part(s). The claim is to be noted for denial of the components.

- b) If the listed components are not coverable by the factory warranty, continue claim as normal.
9. Once, factory warranty has been identified, verification of all applicable TSB's, warranty extension/campaigns, and recalls must be reviewed.
10. Using the **[Identifix]** website, after inputting the vehicle information. Click on search fixes next to the home button.
11. Using the **[search]** function in Identifix, input any key terms or symptoms associated with the repair.
12. Click on the tab in the right-hand box stating **[TSB's/Recalls]**.

SEARCH RESULTS SUMMARY	
Information Available	Service Manuals
20 Hotline Archives	24 TSBs/Recalls
2 Identifix Articles	10 Component Locations
27 MOTOR Specifications	19 Description & Operation
20 Color Wiring Diagrams	5 Diagnostic Tool Information
11 MOTOR Wiring Diagrams	563 Diagnostics
317 MOTOR Component Locations	53 Diagrams
Yes Direct-Estimate Parts & Labor	427 Repair
Yes MOTOR Parts & Labor	58 Specifications

13. Scroll down and read each item that closely relates to the repair in question.
If, there is a topic in relation, read through the entire bulletin and determine if it has any bearing on the repairs being quoted.

TSBS/RECALLS

SERVICE MANUALS

TSBs

[08-002-09: ELECTRONIC VEHICLE INFORMATION CENTER \(EVIC\) OIL CHANGE INDICATOR SYSTEM - DEALER PREFERENCES DURING](#)

[09-001-13: GASOLINE ENGINE DIAGNOSTIC INSPECTION PROCEDURE](#)

[09-006-07: OIL FILTER CHANGE FOR SOME 2008 VEHICLES](#)

[18-031-08 REV. A: FLASH: MIL ILLUMINATION DIAGNOSTIC TROUBLE CODE P050D - COLD START ROUGH IDLE SET](#)

[26-001-09: FLUID FLUSHING REQUIREMENTS](#)

[RC-IL08-11: CUSTOMER SATISFACTION NOTIFICATION L08 - ENGINE COOLING FAN](#)

[RC-L08-11: CUSTOMER SATISFACTION NOTIFICATION L08 - ENGINE COOLING FAN](#)

[08-003-15: P57 INTERIM REPAIR PROCEDURE BRAZIL ONLY](#)

[08-010-08: SIRIUS BACKSEAT TV DIAGNOSTIC PROCEDURES](#)

[08-041-11: FLASH: REVISION TO POLICE WIN MODULE FOR RKE AND FOB/K OPERATION](#)

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Recalls

[RC-CL08-11: CUSTOMER SATISFACTION NOTIFICATION L08 - ENGINE COOLING FANS](#)

[RC-IL08-11: CUSTOMER SATISFACTION NOTIFICATION L08 - ENGINE COOLING FAN](#)

[RC-L08-11: CUSTOMER SATISFACTION NOTIFICATION L08 - ENGINE COOLING FAN](#)

[RC-CH11-08: CUSTOMER SATISFACTION NOTIFICATION H11 - RADIO SOFTWARE UPDATE](#)

[RC-CP57-14: SAFETY RECALL P57 - IGNITION SWITCH](#)

[RC-H11-08: CUSTOMER SATISFACTION NOTIFICATION H11 - RADIO SOFTWARE UPDATE](#)

[RC-IH11-08: CUSTOMER SATISFACTION NOTIFICATION H11 - RADIO SOFTWARE UPDATE](#)

[RC-IP57-15: SAFETY RECALL P57 - WIRELESS IGNITION NODE MODULE](#)

[RC-J19-09: EMISSIONS RECALL J19 - CALIFORNIA EMISSIONS WARRANTY ADDENDUM](#)

[RC-P57-14: SAFETY RECALL P57 - WIRELESS IGNITION NODE MODULE](#)

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14. If there are any topics in relation to the concern, documentation must be provided by clicking **[Add Notes]** in CMS and document the exact topic number and description. Then document whether it is applicable to the current claim. If there are none found, document as such save the note then proceed with claim as normal.

Verification Note	<p>Verifid TSB in Identifix under "WTF-73R Secondary Air Injection Pump Relay Replacement</p> <p>This does not pertain to the current claim due to the production dates this affects is April 26, 2007 through September 13, 2013. This vehicle's production date is April 4, 2014."</p>	Johnnie Martinez
Verification Note	<p>Verified in Idenifix</p> <p>There are no Recalls, TSB's or Campaigns applicable in relation to the current claim</p>	Johnnie Martinez

15. Determine whether this is a Recall, TSB, or Campaign/warranty extension
- Recall – this is the manufacturer recognizing a potential safety issue with a particular component on a vehicle. In this case the manufacturer is assuming liability of the issue and the Vehicle Service Contract then has no liability for the concern per the exclusion.
 - TSB – a Technical Service Bulletin or TSB are recommended procedures created by the manufacturer to repair a reoccurring failure. This does NOT mean the manufacturer is taking liability of the issue.
 - Campaign – Similar to a recall, the manufacturer is recognizing a non-safety related issue and are assuming liability of the repair for a certain amount of time after the factory warranty has expired.
16. If the repair falls under a Recall or it is within the extended timeframe of a Campaign, the component is excluded as the Vehicle Service Contract will come second to any other coverage policies who assume liability. Document the claim as such and follow "Denying a Claim SOP" Refer the repair facility and customer to contact their nearest dealer to complete repairs.
17. If the repair falls under a TSB or is outside of the extended timeframe of a Campaign, after documentation of the claim was made, follow any diagnostic procedures or recommendations in the bulletin and proceed with claim as normal.

Approval & Revision

Date Created 11/16/2021	Created By Kim Carnes	Date Approved 8/18/2022	Approved By Jason Dolan
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SOP: Factory Warranty, Recall, TSB's

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